

**Financial Management Service Internal Complaint Activity**  
**Equal Employment Opportunity Data Posted**  
**Pursuant to the No FEAR Act**

**Data as of March 30, 2004 - End of Second Quarter Fiscal Year 2004**

**Note:** 2002 figures reflect Homeland Security divestiture period.

N/A represents data not captured at time posting or not collected in manner required, development is in progress.

| COMPLAINT ACTIVITY                           | FY2004<br>END OF<br>2ND QTR | COMPARATIVE DATA     |      |      |      |      |
|--|-----------------------------|----------------------|------|------|------|------|
|  |                             | PREVIOUS FISCAL YEAR |      |      |      |      |
|  |                             | 2003                 | 2002 | 2001 | 2000 | 1999 |
| Number of Complaints Filed in FY 1614.704(a) | 8                           | 15                   | 16   | 8    | 18   | 25   |
| Number of Complainants 1614.704(b)           | N/A                         | N/A                  | N/A  | N/A  | N/A  | N/A  |
| Repeat Filers 1614.704(c)                    | N/A                         | N/A                  | N/A  | N/A  | N/A  | N/A  |

| 29 CFR §1614.704(d)  |                             | 29 CFR §1614.705<br>COMPARATIVE DATA |      |      |      |      |
|--|-----------------------------|--------------------------------------|------|------|------|------|
| COMPLAINTS BY BASIS  | FY2004<br>END OF<br>2ND QTR | PREVIOUS FISCAL YEAR                 |      |      |      |      |
|  |                             | 2003                                 | 2002 | 2001 | 2000 | 1999 |
| Race   | 4                           | 8                                    | 19   | 3    | 14   | 17   |
| Color  | 0                           | 0                                    | 0    | 0    | 0    | 0    |
| Religion   | 0                           | 0                                    | 0    | 1    | 0    | 5    |
| National Origin  | 0                           | 3                                    | 1    | 0    | 2    | 9    |
| Sex (including complaints filed under Equal Pay Act)               | 7                           | 21                                   | 20   | 3    | 12   | 17   |
| Disability   | 4                           | 1                                    | 10   | 7    | 8    | 13   |
| Age  | 5                           | 9                                    | 13   | 2    | 10   | 13   |
| Reprisal   | 8                           | 23                                   | 6    | 4    | 16   | 16   |
| Non-EEO  | 0                           | 0                                    | 0    | 0    | 0    | 0    |
| Note: Data not collected by Color - Color included in basis "Race" |                             |                                      |      |      |      |      |

| 29 CFR §1614.704(e)     |                             | 29 CFR §1614.705<br>COMPARATIVE DATA |      |      |      |      |
|-------------------------|-----------------------------|--------------------------------------|------|------|------|------|
| COMPLAINTS BY ISSUE     | FY2004<br>END OF<br>2ND QTR | PREVIOUS FISCAL YEAR                 |      |      |      |      |
|                         |                             | 2003                                 | 2002 | 2001 | 2000 | 1999 |
| Appointment/Hire        | 0                           | 0                                    | 0    | 0    | 0    | 3    |
| Assignment of Duties    | 3                           | 11                                   | 14   | 2    | 3    | 5    |
| Awards                  | 0                           | 0                                    | 0    | 0    | 1    | 0    |
| Conversion to Full-time | 0                           | 0                                    | 0    | 0    | 0    | 0    |
| Disciplinary Action     |                             |                                      |      |      |      |      |
| Demotion                | 0                           | 0                                    | 0    | 0    | 0    | 0    |
| Reprimand               | 0                           | 3                                    | 0    | 0    | 0    | 0    |

|                                |   |    |    |   |    |    |
|--------------------------------|---|----|----|---|----|----|
| Suspension                     | 0 | 2  | 0  | 0 | 0  | 4  |
| Removal                        | 0 | 0  | 0  | 0 | 0  | 0  |
| Other                          | 0 | 0  | 0  | 0 | 0  | 0  |
| Duty Hours                     | 0 | 2  | 0  | 0 | 0  | 0  |
| Evaluation Appraisal           | 7 | 13 | 9  | 1 | 6  | 11 |
| Examination/Test               | 0 | 0  | 0  | 0 | 0  | 0  |
| Harassment                     |   |    |    |   |    |    |
| Non-Sexual                     | 4 | 5  | 5  | 4 | 10 | 5  |
| Sexual                         | 0 | 1  | 2  | 0 | 0  | 1  |
| Medical Examination            | 0 | 0  | 0  | 0 | 0  | 0  |
| Pay (Including Overtime)       | 0 | 0  | 0  | 0 | 0  | 0  |
| Promotion/Non-Selection        | 3 | 10 | 13 | 1 | 22 | 27 |
| Reassignment                   |   |    |    |   |    |    |
| Denied                         | 0 | 0  | 0  | 0 | 0  | 4  |
| Directed                       | 0 | 6  | 4  | 2 | 0  | 2  |
| Reasonable Accommodation       | 0 | 0  | 0  | 0 | 0  | 0  |
| Reinstatement                  | 0 | 0  | 0  | 0 | 0  | 0  |
| Retirement                     | 4 | 0  | 5  | 0 | 0  | 0  |
| Termination                    | 0 | 1  | 4  | 2 | 0  | 12 |
| Terms/Conditions of Employment | 7 | 6  | 10 | 8 | 15 | 12 |
| Time and Attendance            | 0 | 4  | 1  | 0 | 3  | 1  |
| Training                       | 0 | 1  | 2  | 0 | 2  | 3  |
| Other                          | 0 | 0  | 0  | 0 | 0  | 0  |

| 29 CFR §1614.704(f)   |                     |              |
|---|---------------------|--------------|
| Processing Time "...post the average length of time it takes to complete each step of the process for every complaint that is pending during any time of the then fiscal year..." | 2004 END OF 2ND QTR |              |
|   | NUMBER              | AVERAGE DAYS |
| All complaints pending in Investigative Stage   | 5                   | 132.42       |
| All complaints pending in Final Agency Action   | 0                   | 0.00         |
| All complaints pending in which Hearing was not requested   | 0                   | 0.00         |
| Time in Investigation Stage   | N/A                 | N/A          |
| Time to issue Final Agency Action   | N/A                 | N/A          |
| All complaints pending in which a Hearing was requested   | 4                   | 474.75       |
| Time in Investigation Stage   | N/A                 | N/A          |
| Time to issue Final Agency Action   | N/A                 | N/A          |

| 29 CFR §1614.704(g)                                    |                             | 29 CFR §1614.705<br>COMPARATIVE DATA |      |      |      |      |
|--|-----------------------------|--------------------------------------|------|------|------|------|
|  |                             | PREVIOUS FISCAL YEAR                 |      |      |      |      |
| COMPLAINTS DISMISSED BY AGENCY PURSUANT TO 1614.107(a) | FY2004<br>END OF<br>2ND QTR | 2003                                 | 2002 | 2001 | 2000 | 1999 |

|   |      |       |       |        |       |        |
|---|------|-------|-------|--------|-------|--------|
| Total Complaints Dismissed by Agency    | 0    | 4     | 3     | 4      | 4     | 7      |
| Average days pending prior to dismissal | 0.00 | 43.50 | 61.33 | 285.25 | 80.50 | 108.86 |

| 29 CFR §1614.704(h)                           |                 |   |                      | 29 CFR §1614.705 COMPARATIVE DATA |      |   |      |     |      |   |      |   |  |
|---|-----------------|---|----------------------|-----------------------------------|------|---|------|-----|------|---|------|---|--|
| TOTAL AGENCY ACTIONS INVOLVING DISCRIMINATION | 2004<br>2ND QTR |   | PREVIOUS FISCAL YEAR |                                   |      |   |      |     |      |   |      |   |  |
|   |                 |   | 2003                 |                                   | 2002 |   | 2001 |     | 2000 |   | 1999 |   |  |
|   | #               | % | #                    | %                                 | #    | % | #    | %   | #    | % | #    | % |  |
| Total Number Findings 704(h)(1)               | 0               | 0 | 0                    | 0                                 | 0    | 0 | 1    | 100 | 0    | 0 | 0    | 0 |  |
| Without Hearing 704(h)(2)                     | 0               | 0 | 0                    | 0                                 | 0    | 0 | 0    | 0   | 0    | 0 | 0    | 0 |  |
| With Hearing 704(h)(3)                        | 0               | 0 | 0                    | 0                                 | 0    | 0 | 1    | 100 | 0    | 0 | 0    | 0 |  |

[illegible]

[illegible][illegible]

[illegible]

| 29 CFR §1614.704(k)   |                           | 29 CFR §1614.705<br>COMPARATIVE DATA |      |      |      |      |
|---|---------------------------|--------------------------------------|------|------|------|------|
| COMPLAINTS PENDING<br>FROM PREVIOUS FISCAL<br>YEARS BY STATUS | 2004<br>END OF<br>2ND QTR | PREVIOUS FISCAL YEAR                 |      |      |      |      |
|   |                           | 2003                                 | 2002 | 2001 | 2000 | 1999 |
| Total complaints from<br>previous Fiscal Years<br>704(k) (1)  | N/A                       | N/A                                  | N/A  | N/A  | N/A  | N/A  |
| Total Complainants<br>704(k) (2)                              | N/A                       | N/A                                  | N/A  | N/A  | N/A  | N/A  |
| Number complaints pending [as of 9/30]:<br>704(k) (3)         |                           |                                      |      |      |      |      |
| Investigation   | N/A                       | N/A                                  | N/A  | N/A  | N/A  | N/A  |
| ROI issued, pending<br>Complainant's action                   | N/A                       | N/A                                  | N/A  | N/A  | N/A  | N/A  |
| Hearing   | N/A                       | N/A                                  | N/A  | N/A  | N/A  | N/A  |
| Written notice  | N/A                       | N/A                                  | N/A  | N/A  | N/A  | N/A  |
| Final Agency Action   | N/A                       | N/A                                  | N/A  | N/A  | N/A  | N/A  |

| 29 CFR §1614.704(I)  |                           | 29 CFR §1614.705<br>COMPARATIVE DATA |      |      |      |      |
|--|---------------------------|--------------------------------------|------|------|------|------|
| COMPLAINT<br>INVESTIGATIONS                                | 2004<br>END OF<br>2ND QTR | PREVIOUS FISCAL YEAR                 |      |      |      |      |
|  |                           | 2003                                 | 2002 | 2001 | 2000 | 1999 |
| Number Pending Completion<br>of Investigation              | N/A                       | N/A                                  | N/A  | N/A  | N/A  | N/A  |
| Pending Investigations<br>Beyond Authorized Time<br>Frames | N/A                       | N/A                                  | N/A  | N/A  | N/A  | N/A  |

*This page was last modified on April 21, 2004.*